

Empathy map canvas

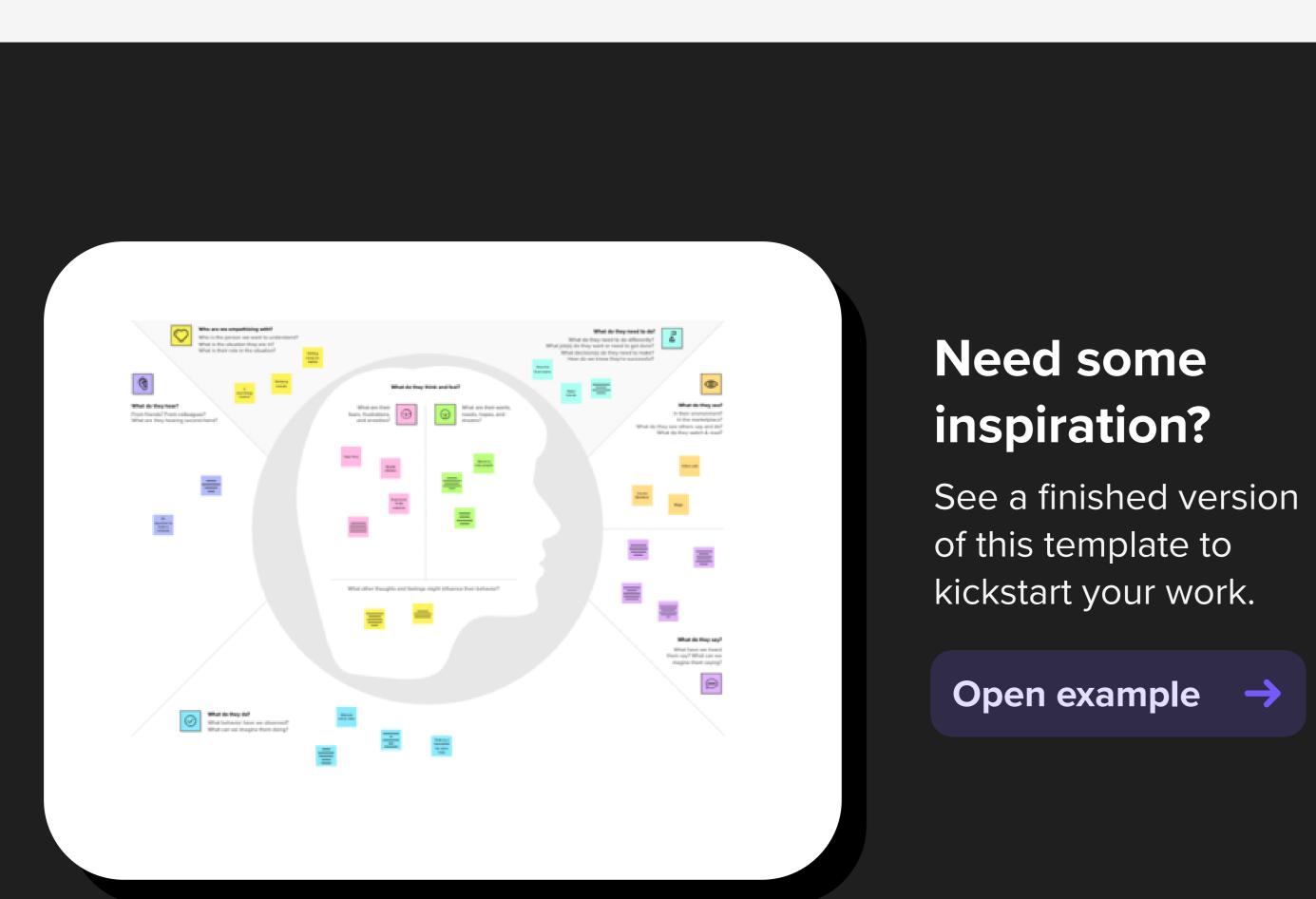
Use this framework to empathize with a customer, user, or any person who is affected by a team's work.

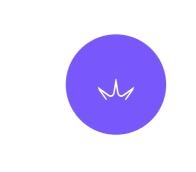
Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

Originally created by Dave Gray at



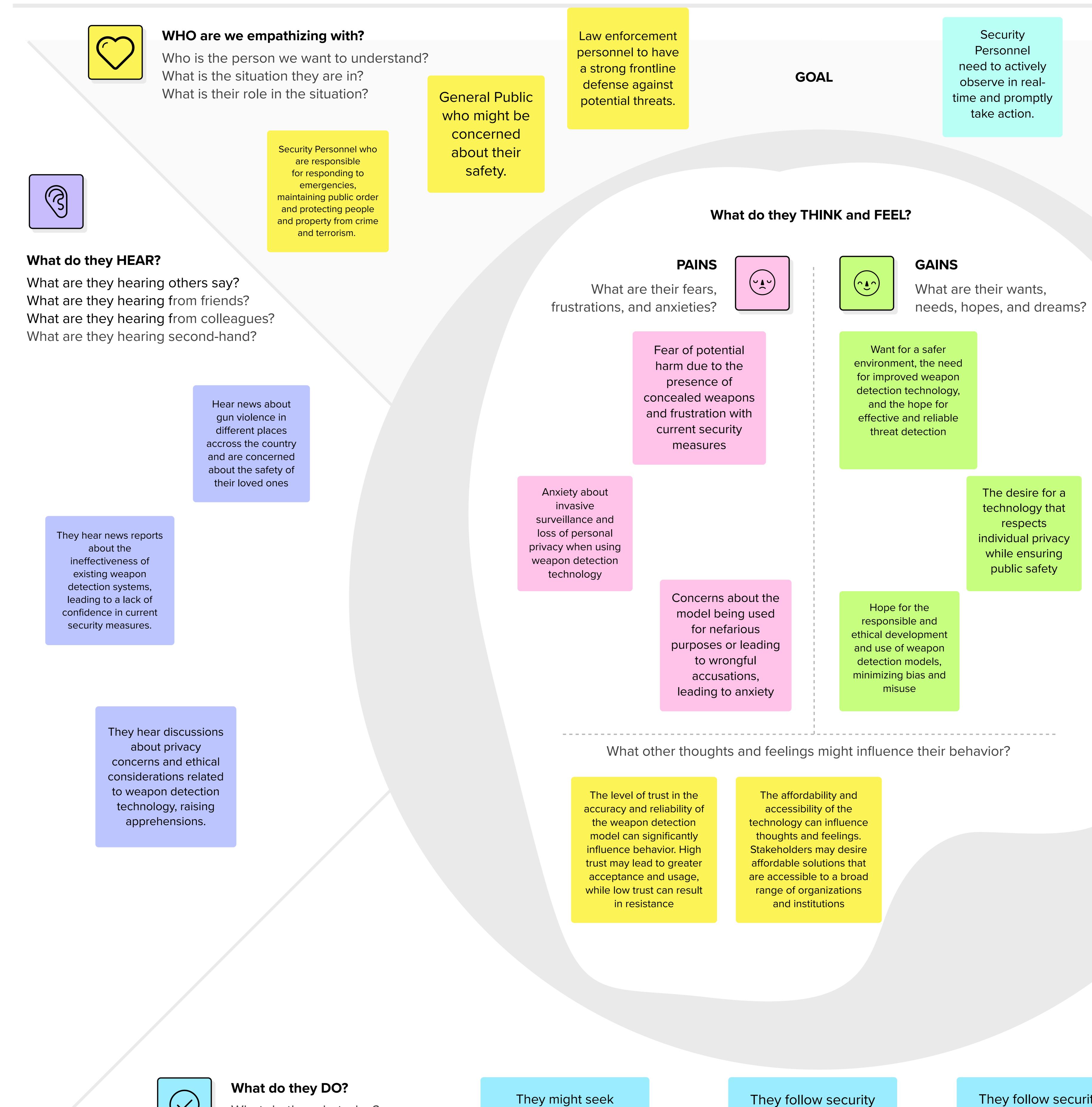
Share template feedback





Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.



What do they need to DO?

What do they need to do differently?

What job(s) do they want or need to get done?

General Public's primary need is to protect themselves and their loved ones from threats. And also to know how to report any suspicious activities.

News report

about safety

incidents.

Law enforcement personnel need to quickly identify and act against potential threats.

What decision(s) do they need to make?

How will we know they were successful?

like entrances

and exits of

buildings.

Unusual behavior.
Need to be

cautious and aware about potential

Physical threats.

environment that needs security

S.

What do they SEE?

What do they see in the marketplace?
What do they see in their immediate environment?
What do they see others saying and doing?
What are they watching and reading?



What do they SAY?

What have we heard them say? What can we magine them saying?

They may voice opinions about the trade-off between privacy and security in using weapon detection systems.

They express concerns about the safety of public spaces and advocate for more effective weapon detection technology

They discuss the importance of responsible development and deployment of Al-based weapon detection technology to avoid bias or misuse.

What do they do today?
What behavior have we observed?
What can we imagine them doing?

They might seek information and reviews about YOLO-based weapon detection systems to understand their capabilities and limitations.

protocols and comply
with security
measures at public
places, such as
airports or
government buildings.

They follow security protocols and comply with security measures at public places, such as airports or government buildings.

